

# The Link

Quarterly Activity Report  
January-March 2006



<http://labor.ky.gov/workersclaims>

## Division of Information & Research



### Records Branch

#### Coding Section

Manually Added First Reports:

Claims	312
Agreements	120
Medical Fee Disputes	7

EDI Received 8,868

#### Data Entry Section

Mail Received	25, 662
Orders	8,176
Opinion/Awards	579
Docket Orders	447
Mediation	235

#### Open Records

Written Requests	1,355
Walk-In Requests	13
Social Security	123
Pre-Employment	5,193
Fish & Wildlife	19

### Imaging Branch

#### Imaging

Total Sheets Scanned: 127, 557

Equates to:

Total Documents Scanned: 17,748

#### Micrographics

Total File Request for this Branch: 82

Total Sheets Printed from microfilm: 11,332

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## Administrative Law Judges

Benefit Review Conferences	<b>1528</b>
Formal Hearings	<b>562</b>
Opinions	<b>591</b>
Remands	<b>35</b>

## Office of General Counsel

The Office of General Counsel received:  
**175** citation cases for this quarter

**13** UCP cases

**4** Fraud cases

Fines and penalties collected for this quarter:  
**\$249,366.16**

Appeals Branch

Appeals to the Board:	<b>169</b>
Final dispositions by Board:	<b>71</b>

Opinions rendered by board members:

Stanley	<b>40</b>
Gardner	<b>41</b>
Young	<b>40</b>
<b>Total:</b>	<b>121</b>

Appeals to Court of Appeals:	<b>31</b>
Records sent to court:	<b>37</b>
Court orders final disposition:	<b>4</b>
Court of Appeals opinions:	<b>24</b>
Appeals to Supreme Court:	<b>24</b>
Court orders final disposition:	<b>7</b>
Supreme Court opinions:	<b>11</b>



## QUARTERLY ACTIVITY

Lost Time First Reports of Injury	8,430	Dismissals	294
Claims Assigned	1,510	Re-openings (medical)	172
Pre-litigated Agreements	958	Re-openings (overruled)	4
Awards	294	Re-openings (sustained)	49
Agreements	924	Re-openings (motion docket)	195

## Distribution by Body Part (Top Ten)

### Claims

Lower Back	316
Multiple Body Parts Including Systems	302
Knee	117
Shoulder	103
Wrist	71
Disc	60
Ears	47
Lungs	42
Multiple Upper Extremities	38
Soft Tissue	33

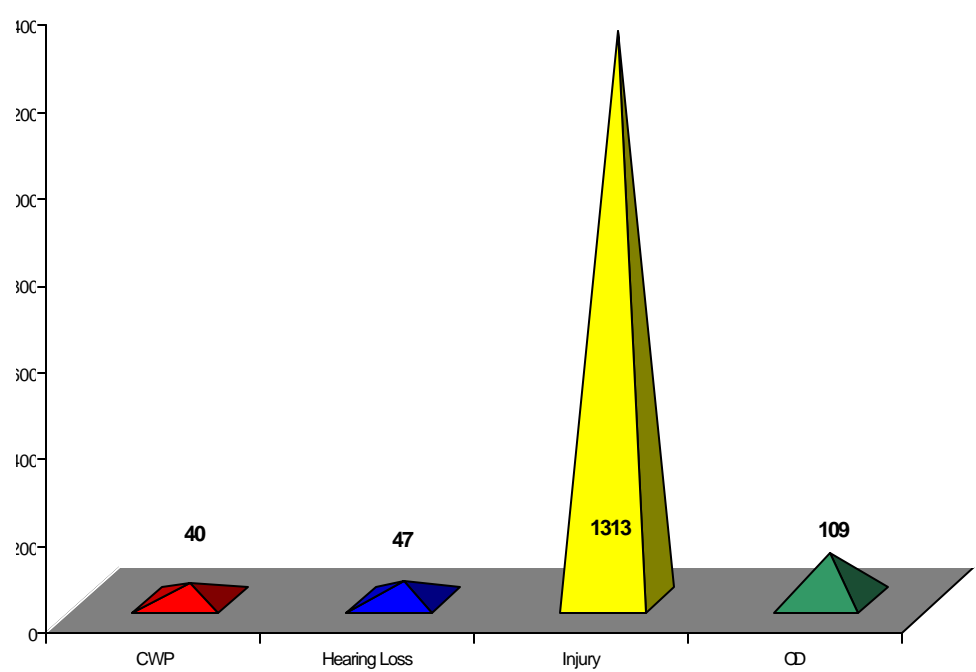


### FROIS

(First Report of Injury)

Lower Back	1,447
Multiple Body Parts Including Systems	907
Knee	694
Shoulders	622
Fingers	490
Wrist	426
Hand	402
Ankle	349
Foot	268
Abdomen Including Groin	265

Distribution of Claims by Type



Top 10 Causes of Injury Claims

Fall or Slip	359
Lifting	251
Strain or Injured By	125
Motor Vehicle	115
Repetitive Motion	112
Pushing/Pulling	76
Falling or Flying Object	73
Absorption/Ingestion	50
Continual Noise	43
Other Injury (NOC)	42

Distribution by Industry

	Claims	First Reports
Agriculture, Forestry, Fishing	12	167
Mining	236	436
Construction	181	690
Manufacturing	307	1,896
Public Utilities & Transportation	139	673
Wholesale Trade	39	304
Retail Trade	200	1,145
Finances, Insurance, and Real Estate	22	119
Services	307	2,454
Public Administration	55	508
Unclassified	11	37

## Division of Claims Processing

### Claims Assignment

New claims	1,061
New claims to the judges	1,268
Motion docket cases	240
Medical Fee Disputes	227

### Docket Section

Assigned **711** motions to **13** motion dockets

### Case Files Section

Received **488** new motions and assigned a total of **383**.

Total files returned for the period January-March, 2006 was **1,251**.

Cases purged were **1,704**.  
Medical Fee Disputes **204**.

### Agreements

First report agreements	1,182
Attorney fee motions	287
Lump sum settlements	182
Approved agreements	1,167
Requests for widow's benefits	42

## Division of Ombudsmen and Workers' Compensation Specialists Services

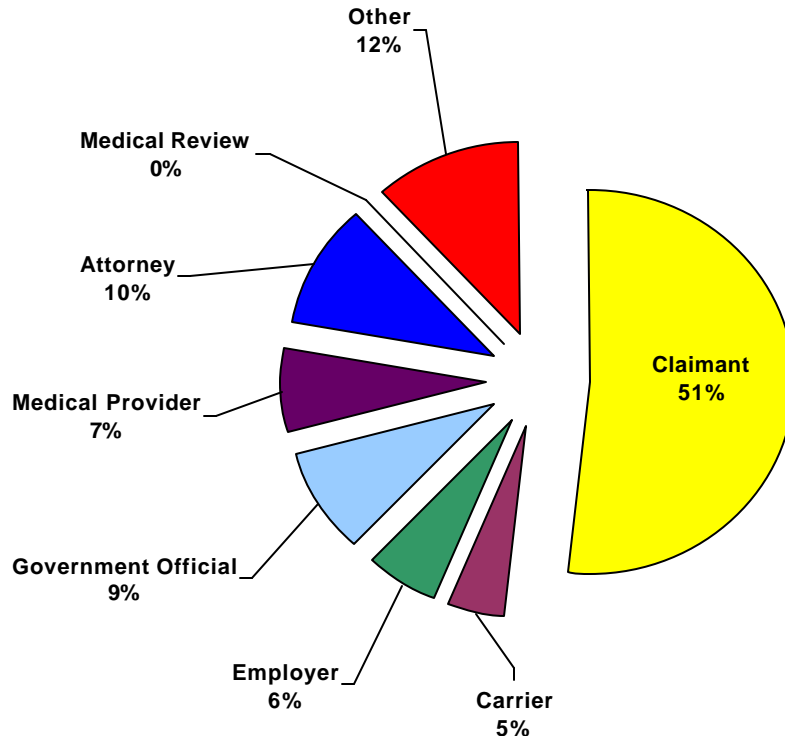
### Mediation

Intervention Requests:	524
Intervention Completed Successfully:	196

### Claims

Claims filed:	3
Number of other forms assistance:	19

Sources of Request for Assistance



# Medical Evaluations

The number of shipments to B-reader's for HB 348 during the 2nd quarter of 2005:

1<sup>st</sup> b-reader: 20  
2<sup>nd</sup> b-reader: 16  
3<sup>rd</sup> b-reader: 25  
Total: 61

University of Kentucky	Jan-06	Feb-06	Mar-06	Quarterly Totals
Dust Disease- 060	0	0	0	
Abestosis- 061	0	0	0	
Black Lung- 062	0	0	0	
Silicosis- 064	0	0	0	
Resp./ Disorders- 065	0	2	0	
Chem/metal pos. 066-067	1	0	2	
All other OD 071	0	0	0	
Hearing Loss 072	10	8	14	
Injury & Dermatitis all- 068	5	1	3	
TOTAL	16	11	19	46
University of Louisville	Jan-06	Feb-06	Mar-06	Quarterly Totals
Dust Disease- 060	0	0	0	
Abestosis- 061	0	0	0	
Black Lung- 062	0	0	0	
Silicosis- 064	0	0	0	
Resp./ Disorders- 065	0	0	0	
Chem/metal pos. 066-067	0	0	0	
All other OD 071	0	0	0	
Hearing Loss 072	4	1	1	
Injury & Dermatitis all- 068	3	5	6	
TOTAL	7	6	7	20

# Vocational Rehabilitation

Cases referred by ALJ's: 23  
Number of claimants requesting training: 17  
Number of claimants approved for training: 10  
Number of claimants who started training: 16  
Number of claimants who returned to work:

# Division of Security & Compliance

## Self Insurance Branch

The Self-Insurance Branch reviews the financial strength of individual self-insured employers and determines the surety requirements necessary to cover their outstanding workers' compensation liabilities. Branch auditors utilize independent resources, including business periodicals, regional and national newspapers, and internet business sites to monitor the financial condition of self-insurers.

No company left self-insurance or was added during this period. However, two self-insured companies merged into one, resulting in a total of 164 self-insured companies as of 3/31/06. Currently one company is on the watch list.

## Enforcement Branch

### Statistics

	January	February	March	Totals
Investigations	607	769	747	2,123
Citations Issued	105	83	108	296
Penalties Collected	\$65,154.99	\$100,037.50	\$138,868.83	\$304,061.32
Form 4's Processed	573	616	891	2,080

## Coverage Branch

Transactions Processed for 1st Quarter = 57,797

88% Acceptance Rate among all vendors, with KEMI having the greatest acceptance rate of 91%.





## The Technical Support & Design and Development Section

The Technical Support & Design and Development Section respond to all technical, networking and programming needs for the Office of Workers' Claims. Technical Services Section responded to 444 Helpdesk calls for the quarter. In addition to responding to all helpdesk issues, Technical Support was responsible for:

### **Technical Support**

- Virus Software - Random check of virus software on 17 servers; 100 workstations; ran virus protection patch on field office server.
- MS Security Patches – 17 Servers.
- Critical updates — 27 machines and 17 servers.
- User templates updated with Script — 190 machines.
- Travel – 13 field offices to move network, troubleshoot network and equipment, troubleshoot and test phones, replace servers and computers, pick up equipment and return it, install new UPS, take printer, swap out monitors, visit new site, do a McAfee patch on server, and get hearing rooms connected to network.
- COT – VoIP installment for Bowling Green Field Office; KIH2/VPN issues; new fiber runs.
- Blackberries – Did troubleshooting on 6 Blackberries to resolve issues.
- Ghost - 16 machines; 4 laptops.
- Printer – 1 swapped out in field office; 1 set up; ran test pages to fix field office printer; placed order for toner cartridges.
- Move – 2 user workstations; 1 field office; 3 printers; Scanning Section (3 scanners, machines, and phones); 4 phone extensions; FAX machine.
- Meetings – 2 FileNet with Labor; 1 IT Steering; COT and Plant Board on new fiber runs; Data Systems Representative on new SIMBA servers; Demo on microfilm conversion; Labor on microfilm conversion; Personnel and Labor on Personnel issues; ComVault Representatives and Cabinet staff; Cabinet staff on SMS installation; Executive Director on SMS installation; Labor on Active Directory; Director of Claims for claims data access; Mekel Representatives.
- Backups – Reload of software on 1 server; TSM issues; restored files 3 times; placed a helpdesk ticket for TSM problem resolution.
- Software Loads – 4 users; 2 servers; 13 eMARS.
- EDI – updated pc for 1 user.
- Ids – 6 new user accounts; profiles; deletes/move directories.
- KY Phone Directory – None.
- UPS – troubleshoot machines; worked on UPS in 1 Field Offices; upgraded software in Central Office; new UPS power issues.
- Research – Office XP issues; microfilm conversion issues and microfilm equipment; importing tif images from Mekel Scanner; 2003 Print Server issues; Nortel Equipment; FileNet Upgrades.
- Maintenance – Quotes for new scanners 2006; Fujitsu Contract Issues.



# Technical Support & Design and Development Section

## Technical Support, continued

- Machines – 2 replaced; 2 defragged; 2 critical updates.
- Service calls – 5 Printers  
2 Machines  
Sent new printer tray to field office to replace defective one.
- Scanners – scanner maintenance.
- Document scans – Various Sections.
- Dialup – None.
- New Machines – 1 Laptop; 3 New Machines; transferred 3 Bowling Green profiles to new machines.
- Images – 1 machine.
- Laptop – 1 machine; docking stations.
- AV setup – 2 meetings; copied files and got laptop ready for presentation; worked with user on presentation.
- Training Room – Updated 12 training machines for eMARS training; Claims / Specialists Sections training.
- Telephone – Changed 4 extensions.
- WEB – 1 KY Law Blogs.
- CICS – 1 access.
- Servers – 2 2003 servers; 3 reboots of network; worked on security server with Labor.
- User Issues – 3 profiles for Bowling Green Field Office; eMARS; 5 profiles for receptionist; KLR issues; Virus/dat file issues; Access to Self Insurance Mailbox; Access to forms program; Permissions to Claims shared directory; Calendar issue for Judge; took pictures of new employees.
- Email – Migration of all users; 5 password resets.
- Cleanup – User Ids.
- Application – Evaluations.
- FAX – loaded new software on 7 FAX user machines.
- Surplus – worked on surplus of all old equipment; submitted surplus request to Administrative Services; a pickup was done; ran KillDisk on all surplus machines.
- Scripts – modified 1 logon script for Florence users; modified 1 script for proxy settings.
- Training – 1 class attended.
- Medical Fee Schedule – Burned (809) - 2005 cds; ordered cds.
- Cabling – Ran new cable for Deputy Executive Director.

## Design & Development

- A new build of Simba was placed into production on January 20th.
- New builds of EDI were placed into production on January 20<sup>th</sup>, February 2<sup>nd</sup> and March 20<sup>th</sup>.
- A new build of Rehab was placed into production on March 2<sup>nd</sup>.
- Reset injury claim numbers for beginning of year 2006.

## Technical Support & Design and Development Section

### Design & Development, continued

- An updated version of the 992 spreadsheet was put on the website in February and March.
- Diagnosed and fixed problems with importing documents into FileNet.
- Verified that we had all SIC Codes and NAICS Codes in Simba and EDI.
- Renewed maintenance contract for NXT.
- Sent a Design and Development newsletter in January, February and March.
- New Test Track issues reported 73.
- Closed Test Track issues 65.
- Simba accounts created 6.
- Simba accounts disabled 8.
- FileNet access/deletes requests 14.
- Training - Three employees attended "Microsoft Visual Studio 2005 and SQL Server 2005 Launch Event" on 1/26/2006.

